Customer Self Service System and Components 10

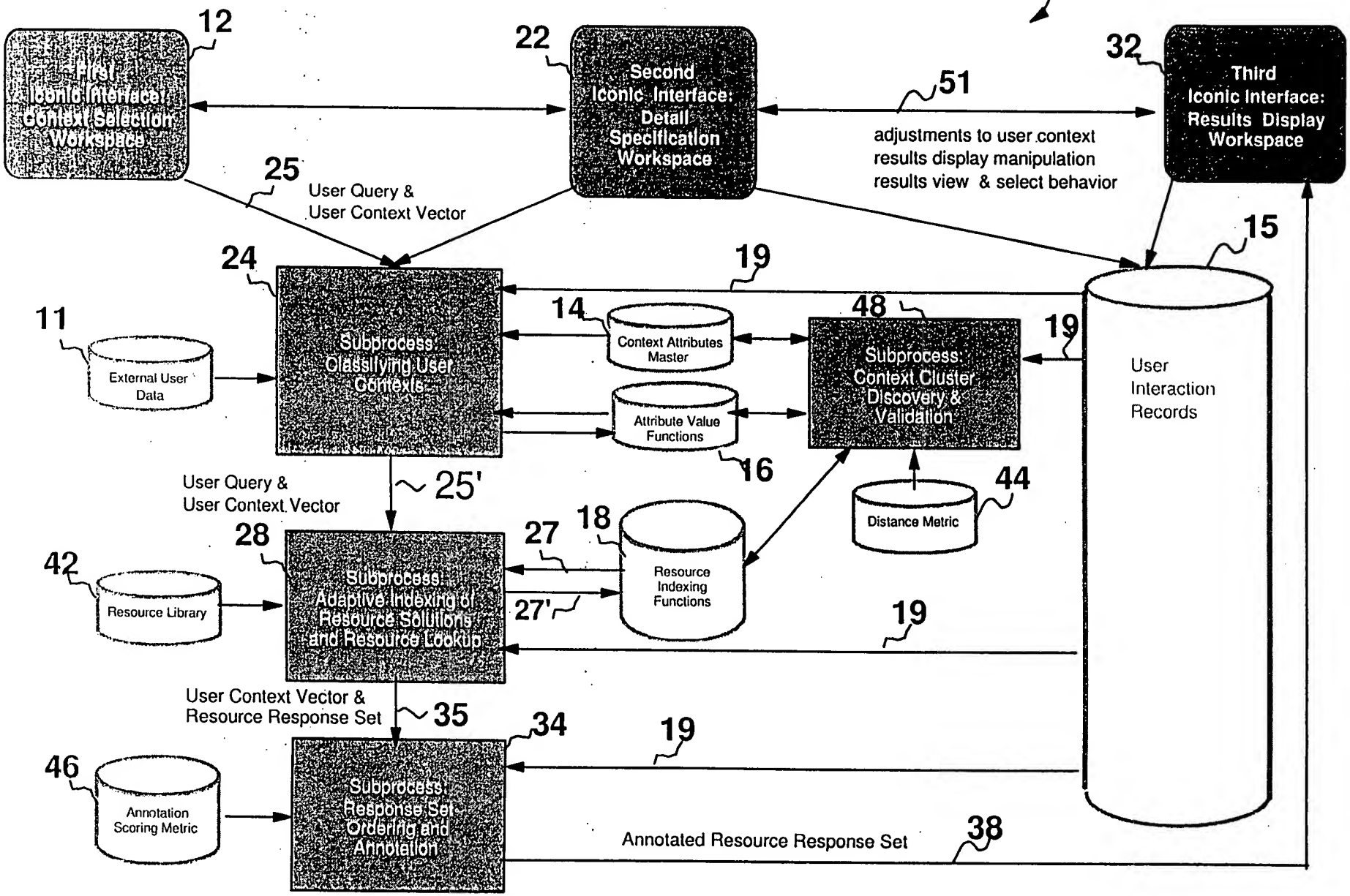

Figure 1

Context Selection Workspace

Detail Specification Workspace

Results Display Workspace

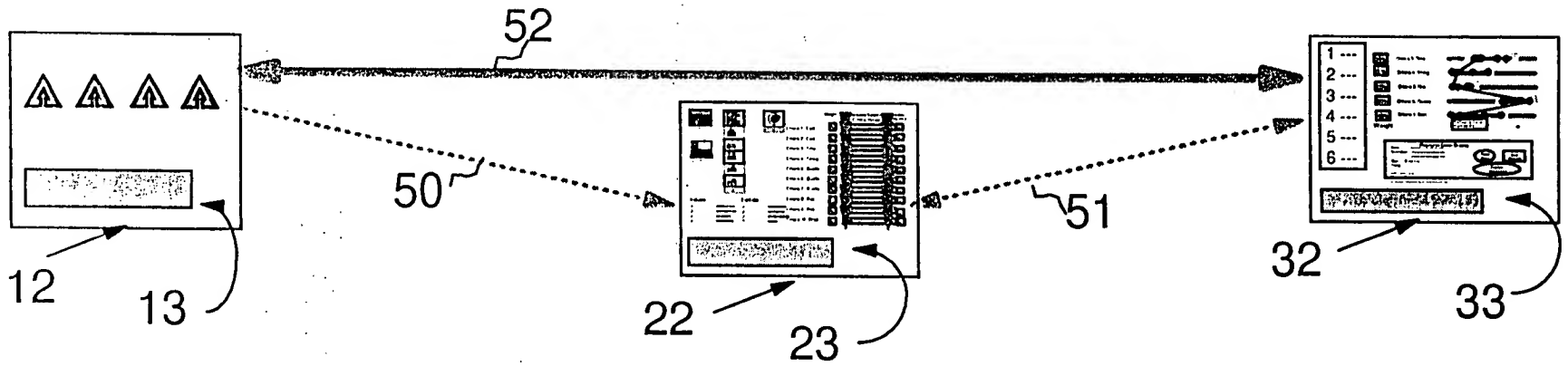

Figure 2

Domain Examples

	Education (ex: Environment)	Education (ex: Subject Matter)	Real Estate	Travel
	60	70	80	90
User Query	Learn Lotus Notes at home 61	Become a Linux developer by June 71	Find housing near new job by August 81	Plan a trip to Vermont in June 91
User Context	Corp Exec at HQ **Remote Staffie** Commuting Techie Traveling Consultant 62	Corp Exec at HQ Remote Staffie **Commuting Techie** Traveling Consultant 72	**Relocating Business Professional** Empty Nester College Student 82	**Single Mom w/Kids** Swinging Singles Business Traveler 92
Context Attribute	**Connectivity** Learning Mode(s) Technical Field 63	Connectivity Learning Mode(s) **Technical Field** 73	Mode of Commute to work/school Mode of Housing **Maintenance Style** 83	**Mode of Transportation** Mode of Housing Food Style 93
Attribute Value	LAN Connected Dial Up DSL **Disconnected** 64	Security **Graphical Interfaces** Programming Systems Integration 74	Carefree living Subcontract it all **Do-it-yourself-er** 84	Drive **Fly** Train 94
Value Resource Parameters	**Include: Download & Play resources** --- **Exclude: On Line collaborative resources** 65	**Include KDE** --- **Exclude GNOME** 75	**Include walls** **Include paint** **Include lawn mowing** --- **Exclude plumbing** **Exclude electrical** **Exclude landscaping** 85	**Include all major carriers** --- **Exclude prop planes** **Exclude bad safety records** 95
Resource Selection Criteria & Values	Cost Time Quality Risk 66	Cost Time Quality Risk 76	Cost Time Quality Risk 86	Cost Time Quality Risk 96

Figure 3

CONTEXT SELECTION WORKSPACE

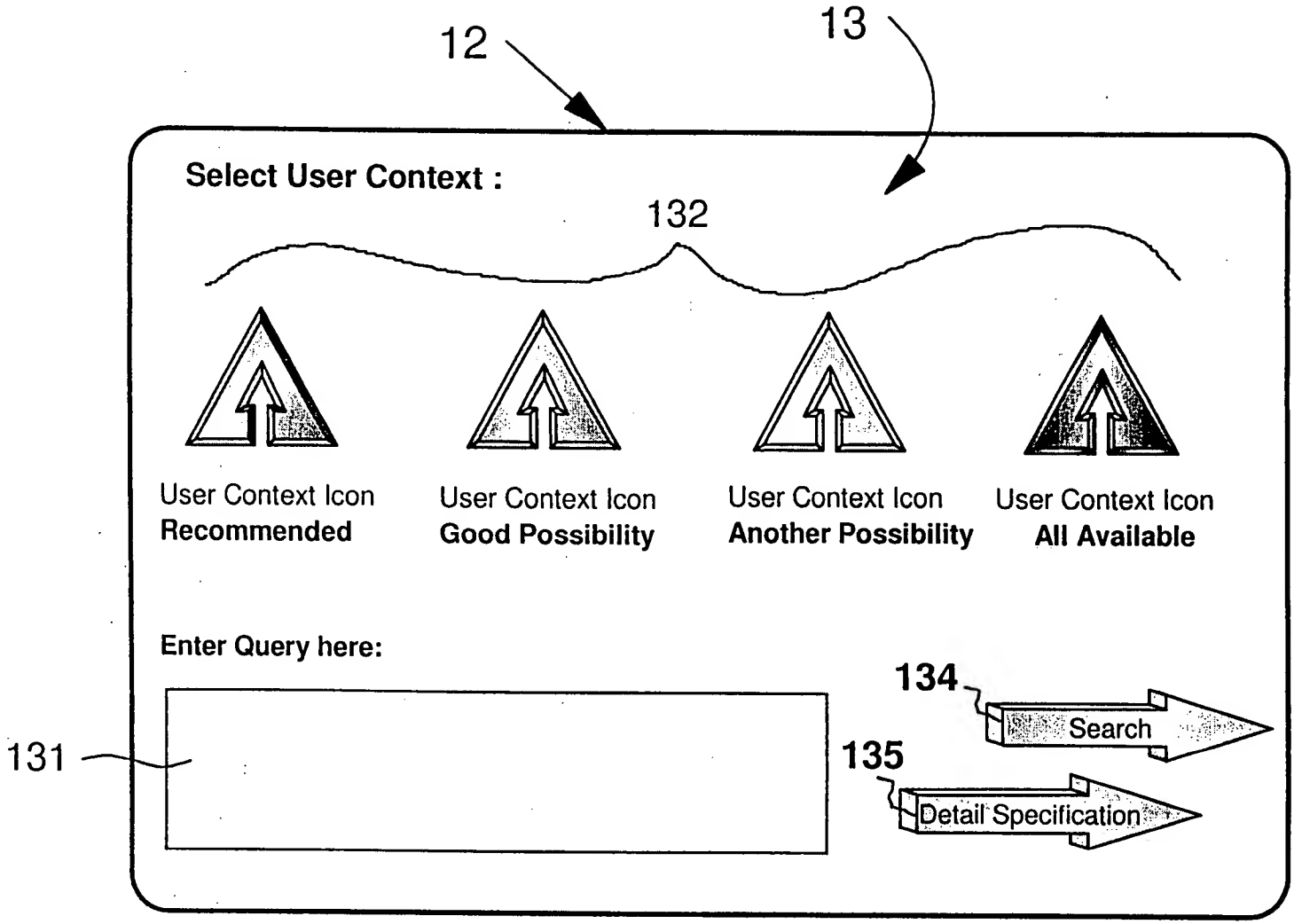

Figure 4

DETAIL SPECIFICATION WORKSPACE

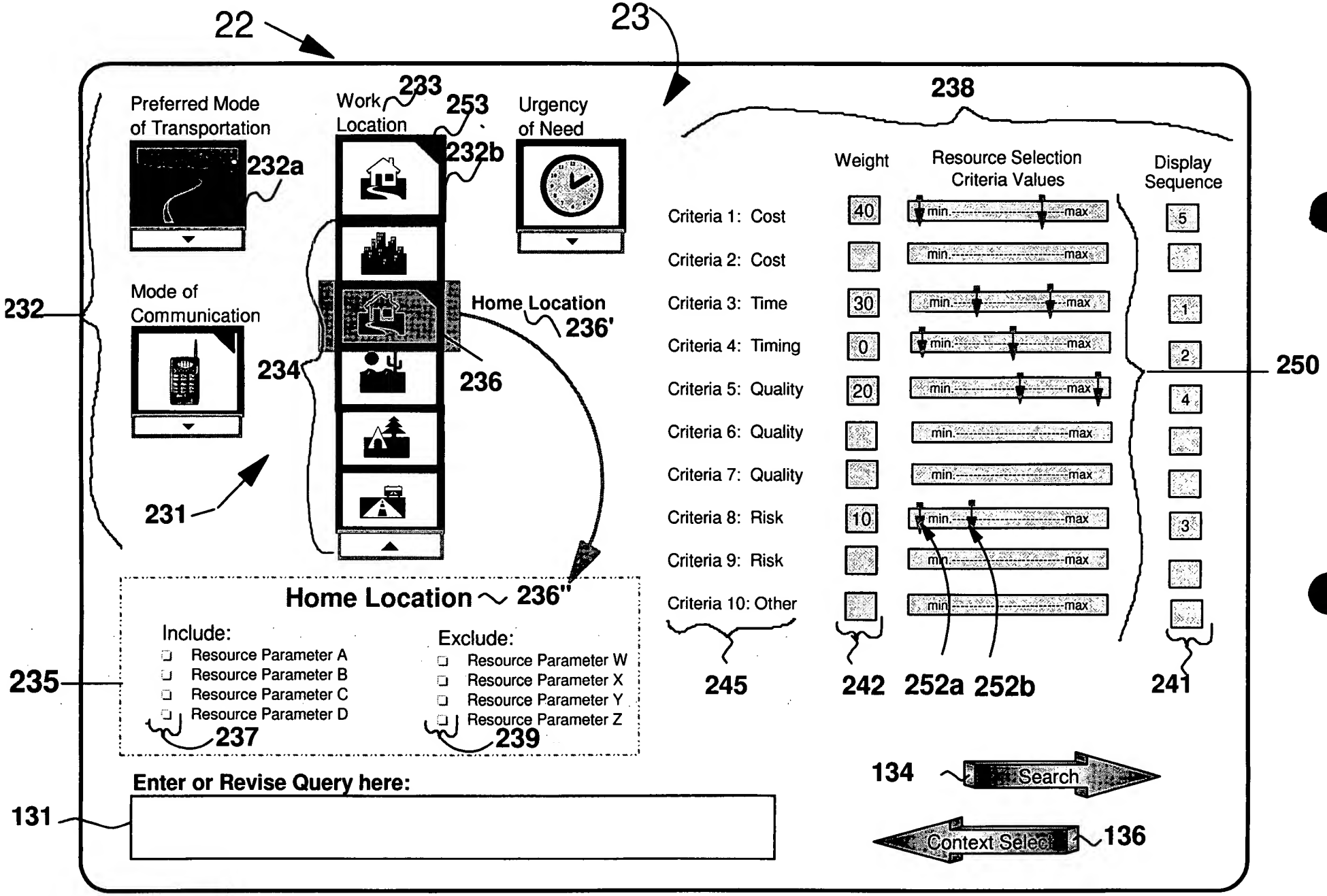

Figure 5

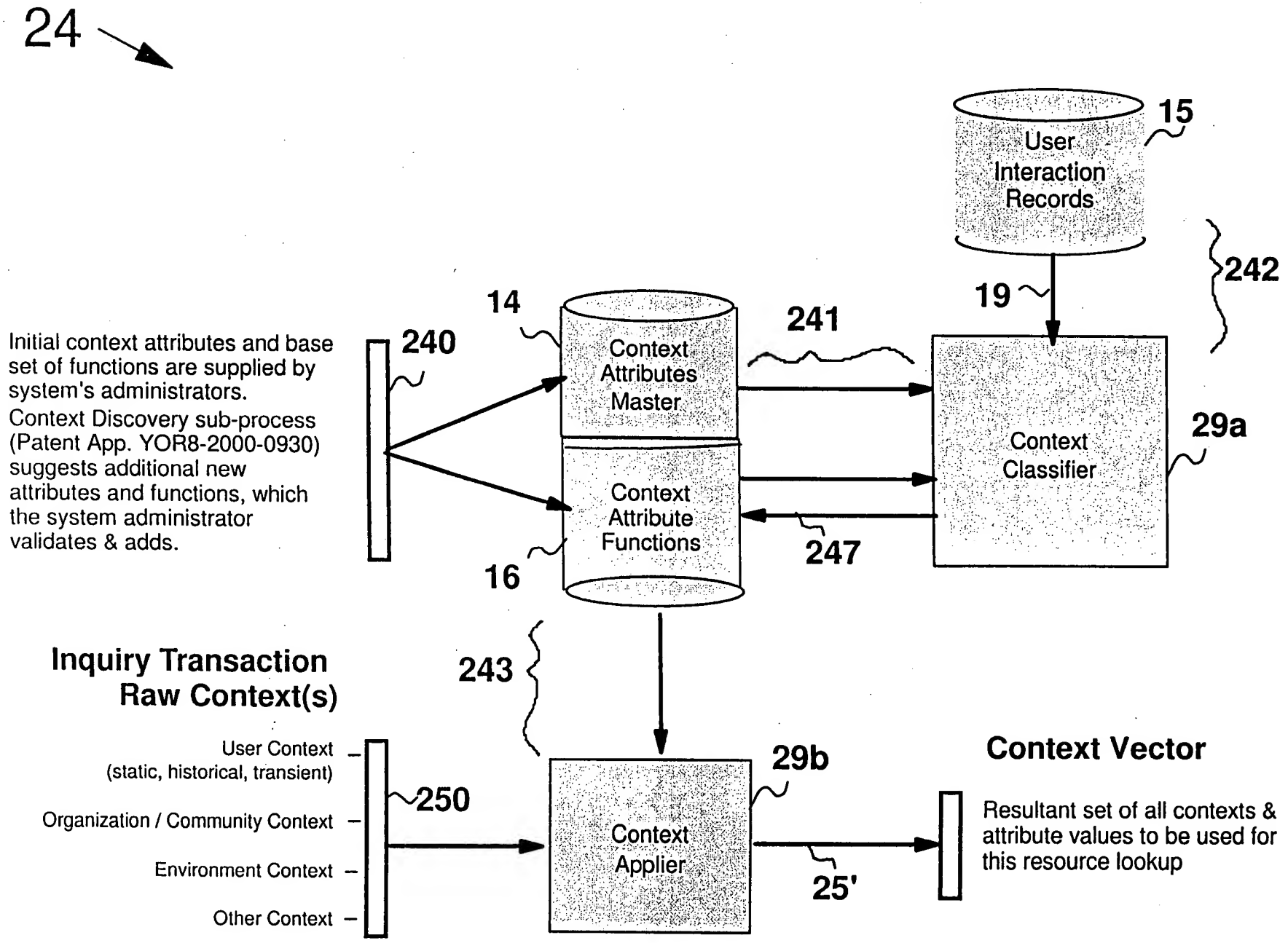
24
User Interaction Records
15
242
19
14
241
240
Initial context attributes and base set of functions are supplied by system's administrators.
Context Discovery sub-process (Patent App. YOR8-2000-0930) suggests additional new attributes and functions, which the system administrator validates & adds.
Context Attributes Master
Context Classifier
29a
Context Attribute Functions
247
16
243
Inquiry Transaction Raw Context(s)
User Context (static, historical, transient)
Organization / Community Context
Environment Context
Other Context
250
29b
Context Applier
25'
Context Vector
Resultant set of all contexts & attribute values to be used for this resource lookup

Figure 6